

POLICE COMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES

The fundamental reason the Police Communications Technician exists is to perform a wide variety of duties for the police department in troubleshooting and/or repairing various police department equipment. Programs laptop computers, configures software, modems, and radio templates. Prepares reports and insures inventories of equipment are current and adequate. This classification is non-supervisory and receives general supervision from the Police Special Services Manager.

ESSENTIAL FUNCTIONS:

Installs, maintains, programs, tests, and repairs mobile and portable radios. Insures adequate stock of parts, including knobs, antennas and batteries for all portable equipment including cellular telephones and MDT's. Insures software licenses are current and software updates are received and installed.

Performs troubleshooting of all radio communications including microwave, base station, and consoles to determine the proper contracted agent to respond to repair equipment. Works with technicians from Maricopa County and Motorola to insure all facets of the 800 MHz system are in proper working order.

Insures telephone interconnect capability through SIMS (Smart Information Management System) is available on equipment. Insures the database is correct and issues ID numbers for other agencies using Fleet Mapping in accordance with intergovernmental agreements.

Assists in the preparation of specifications for the purchase of communications equipment; maintains contact with vendors to obtain information on product changes and new products and test new products and equipment. Makes recommendation on purchases.

Retains records and reports of electronic system performance, work accomplished and other information as required. Performs related duties as assigned.

Maintain regular consistent attendance and punctuality.

MINIMUM QUALIFICATIONS:

Knowledge, Skills, and Abilities

Knowledge of:

Techniques and procedures of electronic, electrical, digital, radio, and related communication theory and repair methods.

Semiconductor theory.

The hazards of the trade.

Ability to:

Setup computer programs related to programming and equipment inventory.

Interpret and apply blueprints, drawings, complex schematics, and technical manuals; use, calibrate, and care of electronic test equipment.

Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly, approaching deadlines).

Prioritize daily activities, comprehend, make inferences, bend, move and crawl in and about vehicles to assess or repair equipment problem.

Operate a motor vehicle and standard office equipment including a computer terminal, copy and facsimile machines, and telephone.

Demonstrate strong customer service and interpersonal skills

Perceive the full range of the color spectrum in electrical wiring; be experienced and proficient in using a personal computer, a variety of software, and other equipment essential to performing daily activities.

Move and carry equipment weighing up to 50 pounds; manage a diverse set of tasks and priorities; communicate effectively (verbally and in writing)

Establish and maintain effective working relationships with vendors, coworkers, city staff at all levels and the general public.

Possess a valid Arizona State driver's license with no major driving citations in the past 39 months.

Education and Experience

Requires a high school diploma or GED and five years increasingly responsible experience in the installation, maintenance, and repair of electronic communications and radio equipment and systems with special emphasis in Motorola 800 MHz trunked radio systems.

FLSA Status: Non- Exempt

HR Ordinance Status: Classified